# ATTACHMENT 2
# STAT-PA System Instructions

The Wisconsin Specialized Transmission Approval Technology – Prior Authorization (STAT-PA) system is an electronic prior authorization (PA) system that allows Medicaid-certified providers to request and receive PA electronically rather than by mail or fax. Providers answer a series of questions and receive an immediate response of an approved or returned PA.

Providers communicate with the STAT-PA system by entering requested information on a personal computer, a touch-tone telephone keypad, or by calling a STAT-PA help desk correspondent. The automated system is available from 8:00 a.m. to 11:45 p.m., seven days a week. The STAT-PA help desk is available from 8:00 a.m. to 6:00 p.m., Monday through Friday, excluding holidays.

## Required information

All providers using STAT-PA will be required to provide the following information:
- Eight-digit Medicaid provider number.
- Recipient's 10-digit Medicaid identification number.
- Procedure code of product requested.
- Type of service (TOS) code.
- *International Classification of Diseases, Ninth Revision, Clinical Modification* (ICD-9-CM) diagnosis code.
- Place of service (POS) code.
- Requested grant date or date of service.
- Quantity or days supply.

When a provider is using STAT-PA to request PA for orthopedic shoes, the provider will also need to answer questions about the recipient's previous experience with orthopedic shoes, the manufacturer of the shoes, and the recipient's mobility, diagnosis, and need levels. Refer to Attachment 1 of this *Update* for a required worksheet for documenting the information needed to request PA for selected orthopedic shoes.

## How to use Wisconsin STAT-PA

1. Complete the STAT-PA Orthopedic Shoes Worksheet (Attachment 1).
2. Select your mode of transmission (personal computer, touch-tone telephone, or help desk).

## Personal computer requests

To use a personal computer to submit a PA request:
1. Providers enter the PA information into the STAT-PA software provided by Wisconsin Medicaid. To access the STAT-PA software and user manual from the Medicaid Web site at *www.dhfs.state.wi.us/medicaid/*, providers should:
   - Select Provider Publications from the main menu.
   - Scroll down and select "STAT-PA."
   - Follow the steps indicated to ensure proper installation of the STAT-PA software.

. The software and user manual may also be obtained electronically through Wisconsin Medicaid's Bulletin Board System, EDS-EPIX (Searchlight). Refer to Attachment 3 for instructions for downloading the STAT-PA software and user manual from EDS-EPIX. Providers who are unable to access the Bulletin Board through their personal computer may request software by calling the STAT-PA help desk at (800) 947-1197 or (608) 221-2096.

2. Once all data have been entered, the provider transmits the electronic request by using a modem and telephone line. The telephone number is (800) 947-4947 or (608) 221-1233. Refer to the STAT-PA user manual for more information on how to transmit the electronic request.

STAT-PA processes the information and, in minutes, generates an electronic confirmation transaction that displays directly on the provider's personal computer screen. The transaction shows:
- What the provider requested.
- The procedure code that was authorized.
- The assigned PA number.
- Grant and expiration dates.

**Telephone requests**

To use a touch-tone telephone to submit a PA request:
1. Call (800) 947-1197 or (608) 221-2096. This connects you directly with the STAT-PA system.
2. When the system answers, it will ask a series of questions that providers answer by entering the information on the telephone keypad. The STAT-PA Orthopedic Shoes Worksheet (Attachment 1) gives the information needed in the order it is requested.
   **Note:** When using a touch-tone telephone to enter the Medicaid provider number, recipient identification number, procedure code, TOS code, ICD-9-CM diagnosis code, POS code, requested grant date, and quantity, always press the pound (#) sign to mark the end of the data just entered. The pound (#) sign signals to the system that the provider has finished entering the data requested and ensures the quickest response from the system.

Providers may be asked to enter alphabetic data, which can be entered by using the asterisk (*) key. For example, a provider is asked to enter a procedure code, such as L3216. The first character is an alpha character; therefore, the provider presses the single asterisk (*) followed by the two digits that indicate the letter. The first digit is the number on the keypad where the letter is located and the second digit is the position of the letter on that key. For example:

Procedure code L3216 should be entered as *53 3 2 1 6.

*Alphabet key:*

| A = *21 | G = *41 | M = *61 | S = *73 | Y = *93 |
|---------|---------|---------|---------|---------|
| B = *22 | H = *42 | N = *62 | T = *81 | Z = *12 |
| C = *23 | I = *43 | O = *63 | U = *82 |         |
| D = *31 | J= *51  | P = *71 | V = *83 |         |
| E = *32 | K = *52 | Q = *11 | W = *91 |         |
| F = *33 | L = *53 | R = *72 | X = *92 |         |

3.  Once all data have been entered completely, STAT-PA begins to process the information and, in minutes, indicates the PA number and, if approved, the authorized level of service.

**Once familiar with the STAT-PA system, providers may enter the PA information in the designated order immediately – there is no need to wait for the full voice prompt. Providers may key information at any time, even when the system is relaying information. The system automatically proceeds to the next function.**

### STAT-PA help desk requests

Providers who do not have a personal computer or touch-tone telephone may call the STAT-PA help desk. The help desk correspondent has the personal computer software to access STAT-PA and enters the required data requested from the provider. For the help desk, call (800) 947-1197 or (608) 221-2096.

The STAT-PA help desk is available to all providers using STAT-PA. Providers may use the help desk to order software for a personal computer or to report difficulties with the system.

### Documentation information

- Providers are required to retain the assigned PA number for:
    - Use in claim submission, if approved.
    - Submission of a paper PA request when more clinical documentation is needed.
- Providers also receive, by mail, a confirmation notice indicating the assigned PA number and the STAT-PA decision. This confirmation notice should be maintained as a permanent record of the transaction.
- Providers must maintain all documentation that supports medical necessity, claim information, and delivery of equipment in their records for a period not less than five years.

### Helpful hints

- In personal computer transactions, the provider is given 40 seconds to respond to requested data for each field of information. If the provider is making changes to a field, the provider is then given 90 seconds to respond before being disconnected. If disconnected, the provider may try again.
- In touch-tone telephone transactions, the provider is given three attempts at each field to correctly enter the requested data. Failure to enter any data within three minutes ends the telephone connection.
- Providers are allowed 25 PA requests per connection for personal computers and five PA requests per connection for touch-tone telephone and help desk.
- The decimal point for diagnosis codes is not required when entering a STAT-PA request by personal computer or touch-tone telephone; however, all digits of the codes must be entered.
- The grant date entered by the provider may be up to 31 calendar days in the future.
- In the event that the STAT-PA system is unavailable at the time the shoes are provided, the PA request may be backdated up to four calendar days.
- Providers needing to enddate a PA request due to a change in prescription may do so through the STAT-PA help desk. The help desk correspondent will assist the provider through this process.
- The help desk is available to all STAT-PA users. If you are experiencing difficulties with the system, please call the help desk.